

## WARRANTY TERMS & CONDITIONS

- 1) This warranty is valid for appliance installed and used in Singapore only and for the period of 12 months commencing from the date of original purchase.
- 2) This product and all parts thereof are hereby guaranteed to the purchaser to be free from defects in material and workmanship.
- 3) Any application under this warranty is limited to the repairing, or replacement of any part which proves to be defective within the warranty period.
- 4) This warranty does not cover damages and/or defects resulting from:
  - a. Accidents, abuse, misuse, improper installation, or any manner of tampering.
  - b. Usage of wrong electrical supply/voltage.
  - c. Usage not in accordance with the operation instruction booklet.
  - d. Any unauthorized repairs.
  - e. Any alteration or modification made to the product.
  - f. Normal usage wear and tear, finishes or consumables.
  - g. Corrosion, rusting or stains.
  - h. Losses, damages, defects and malfunctions caused by fire.
- 5) This warranty does not cover:
  - a. Damage due to other equipment/solutions being used in conjunction with this unit.
  - b. Transportation, delivery and incidental cost incurred in fulfillment of this warranty. The purchaser shall be fully responsible for the due delivery of the product for any repair work to "9 Koi Marketing Pte Ltd" and for the subsequent collection therefore of the product after the said work has been done. Any product to be repaired must be sent to the service centre directly. No outdoor servicing will be provided. For collection and return of repair set, a transportation fee of \$30 is applicable.
- 6) In no event shall 9 Koi Marketing Pte Ltd be liable to the purchaser for any consequential damages or loss including, without limitation, injury to person or property and loss of use of the products.
- 7) Please retain the original purchase receipt for verification purposes when required.
- 8) 9 Koi Marketing Pte Ltd reserves all rights to replace any product with another of similar value if deemed appropriate, subject to availability.
- 9) This warranty is invalid if the serial number on the product has been altered, defaced or removed.
- 10) Any alteration(s) or amendment(s) to this Warranty Application Card will render the warranty void.

### Extended Warranty

Extend your warranty 12 months beyond the date of expiry. For purchase, simply pay a premium and send cheque payable to "9 Koi Marketing Pte Ltd". A confirmation of your extended warranty will be sent to you within 14 days of receipt of your application.

Please state the following on the back of the cheque:

- 1) Name of Applicant
- 2) Contact Number
- 3) Date of E-Warranty submission
- 4) Model No.

Model	ND 390-i
Premium	\$75

## novita CUSTOMER SERVICE HOTLINE

For enquiry & feedback, please contact:

Sole Agent:  
9 Koi Marketing Pte Ltd

**novita**  
the Lifestyle Makers

Phone: (65) 6552 1023/25  
Fax: (65) 6553 0890  
Email: enquiry@novita.com.sg

[www.novita.com.sg](http://www.novita.com.sg)

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NOVITA SG



SV/M/ND390-i/V2

**novita**  
the Lifestyle Makers

Safeguarding  
Valuables



**DEHUMIDIFIER ND 390-i**  
**OPERATING INSTRUCTIONS &**  
**E - WARRANTY APPLICATION**

Please read instructions before using the Dehumidifier

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This product includes:

- **novita** Dehumidifier ND 390-*i*
- **novita** Dehumidifier ND 390-*i* Operating Instructions & E-warranty Application (this booklet)
- 1 x Quick Tips

\* Please contact us immediately if any of the above-mentioned items are not included



## SAFETY INSTRUCTIONS

- 1) Read the operating manual carefully before using your **novita** Dehumidifier and keep it for later reference.
- 2) Persons who are unfamiliar with the operating instructions, as well as children and persons under the influence of medication, alcohol or drugs are not advised to operate the **novita** Dehumidifier, or should only operate it under supervision.
- 3) NEVER use the **novita** Dehumidifier if there is any damage to the unit or power cord.
- 4) Only operate the unit when it is completely assembled and on a stable surface. Placing the unit on uneven surfaces can result in water leakages or additional noise.
- 5) NEVER handle the unit with wet hands.
- 6) Always use the correct power supply.
- 7) DO NOT insert any foreign particles or objects into any crevices of the **novita** Dehumidifier.
- 8) Keep the unit away from direct sunlight or heat sources.
- 9) Disconnect the **novita** Dehumidifier from the power supply:
  - When emptying the water tank
  - Before cleaning
- 10) Repairs of appliance should only be done by qualified service technicians. Improper repair work can cause considerable danger to the user.

## e - WARRANTY APPLICATION

Thank you for purchasing **novita** Dehumidifier ND 390-*i*.

In our attempt to enhance our customer's after-sales experience, we have streamlined the warranty registration process to make it hassle-free. You no longer have to make a trip to the post office or worry about losing your warranty card. Just log on to the Internet, access our user-friendly website and register your product warranty online at the comfort of your home or office.

E-warranty registration is only applicable to customers in Singapore who have purchased **novita** product(s) from our authorised retailers or dealers. Please register for your product's warranty at [www.novita.com.sg/ewarranty](http://www.novita.com.sg/ewarranty) within 14 days from the date of original purchase. Upon successful registration, an acknowledgement email will be sent to you. By submitting your e-warranty application, you have agreed to all the terms and conditions stated for this warranty.

Let **novita** Dehumidifiers safeguard your valuables the way you want it.

## **novita** CUSTOMER SERVICE GUARANTEE

At the cornerstone of **novita**'s core values is the importance we place in **Continuous Relationships**. Consequently, we believe in harnessing the relationship we have with our customers. The first step in establishing this relationship is to ensure that we are always there for the customers whenever we're needed. These are just a few ways that we look out for you.

### Free Evaluation

Check in your product for a FREE assessment and evaluation by our qualified technician. Upon your confirmation, charges only apply when there is replacement of technical parts.

### Minimum Downtime

Understanding that time is of the essence, for each servicing or repair, **novita** guarantees that we will only take up to 7 working days to get your product up and ready for collection.

### Optional Home Delivery

Time and convenience might not always be in the advantage of customers, hence, for a nominal fee of \$20 one-way and \$30 two-ways, customer can choose to use our delivery service instead of bringing in the product themselves.

### Optional Loan Set\*

Knowing how inconvenient it can get when your product is sent for servicing or repair, **novita** lends a hand by offering you a temporary loan set at no charge.

\*Please note that this service is upon request and subjected to the availability of the product. Temporary loan set might be of a different model from original set brought in for repair.

### Service Trekking\*

With everyone's busy schedule, it's sometimes hard to keep track of everything. Sit back, relax and leave the fussing to us. Instead of calling and checking up on the status of your product, let **novita** keeps you updated.

\*Customers can choose to be updated via email, phone or even sms.

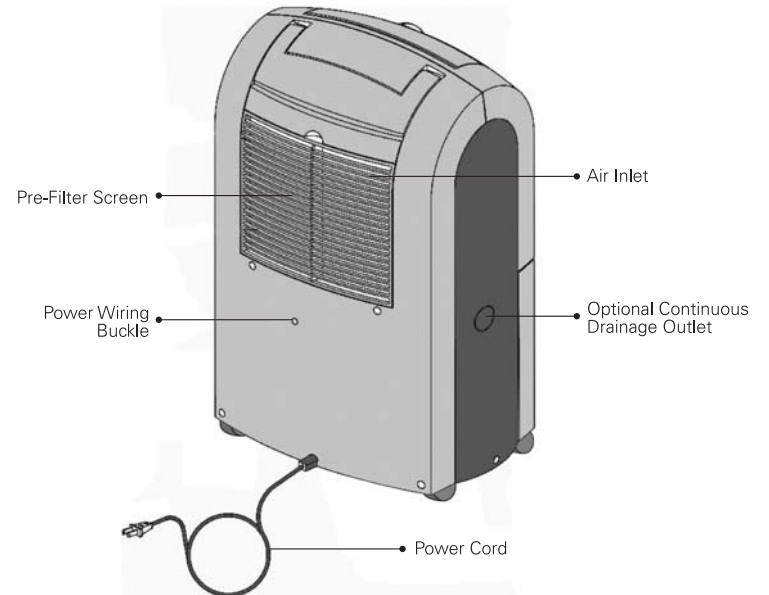
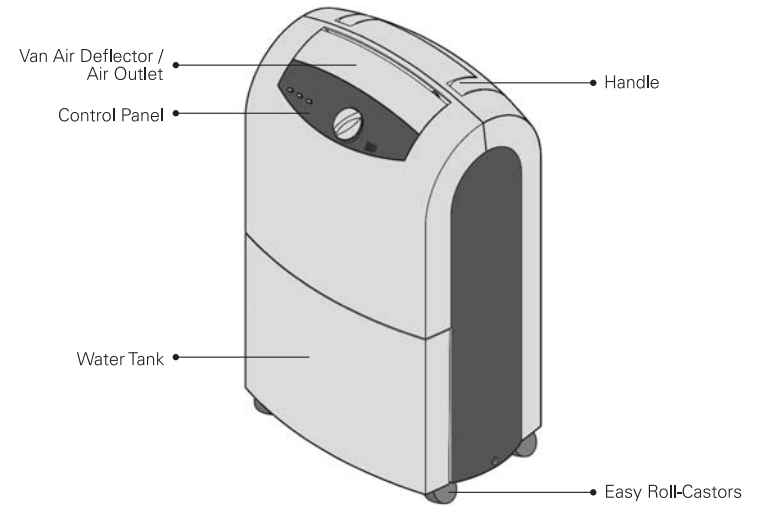
### Dedicated Customer Service Personnel

Give us a call at 6552 1023/25 for any enquiry or feedback. Alternatively, you can drop us an email at [enquiry@novita.com.sg](mailto:enquiry@novita.com.sg) or visit our website at [www.novita.com.sg](http://www.novita.com.sg). Our friendly customer service personnel will be glad to assist you.

## TROUBLESHOOTING

CONDITION	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>Fan &amp; compressor not working</b>	• Water tank not placed correctly	• Remove water tank and replace it into the unit again
	• Plug or cord damaged	• Bring the unit to the NOVITA Customer Service Centre for evaluation
<b>Fan not working</b>	• Motor has broken down	• Bring the unit to the NOVITA Customer Service Centre for evaluation
	• 3 Minute Protection time (When overheated, it will stop functioning)	• It should resume function in 3 minutes
	• Compressor failure	• Bring the unit to the NOVITA Customer Service Centre for evaluation
<b>Poor performance or not dehumidifying at optimum capacity</b>	• Pre-filter screen is dirty	• Clean the pre-filter screen
	• Low temperatures	• When in low temperatures, dehumidifiers do not work as effectively
	• Low relative humidity (RH) levels	• Effectiveness of dehumidifier will increase as RH increases.
<b>Making excessive noise</b>	• Unit is placed on uneven surface	• Move unit to level and stable surface
	• Loose or foreign particles inside the unit	• Bring the unit to the NOVITA Customer Service Centre for evaluation
	• Motor or compressor is loose	• Bring the unit to the NOVITA Customer Service Centre for evaluation
	• Sound of flowing water	• This is normal
<b>Water in tank overflows</b>	• The water tank is damaged	• Replace the water tank
	• The float for the water auto-sensor is not in place	• Replace or adjust the float
	• Motor or compressor is loose	• Bring the unit to the NOVITA Customer Service Centre for evaluation

## PRODUCT DESCRIPTION



## TECHNICAL SPECIFICATIONS


Power Consumption	530 Watts
Extraction (30°C, 80% RH)	35 Litres / day
Humidity Setting	Available
Auto Humidity Setting	Available
Easy Roll-Castors	Available
Running Temperature	5 °C – 35 °C
Compressor	Rotary
Coolant	R- 410A
Empty Weight	14.2 kg
Dimension (W x D x H)	390 x 274 x 612 mm
Continuous Drainage	Available
Recommended Coverage	600 sq. ft. OR 56m <sup>3</sup>
Tank Capacity	6.5 litres
Air Flow	220 m <sup>3</sup> / hr
Optional Product Accessory	<ul style="list-style-type: none"> <li>• Activated Carbon Charcoal Filter</li> <li>• PVC Hose</li> </ul>

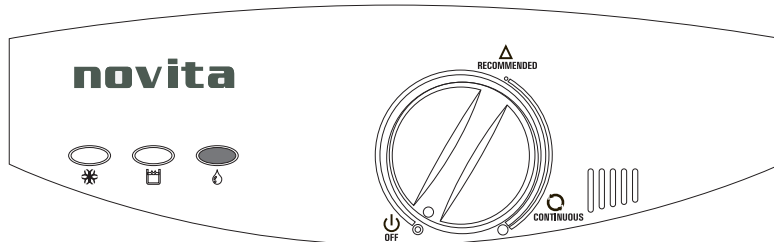
## FEATURES

### Continuous Dehumidification

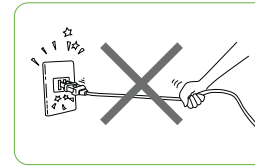
The NOVITA Dehumidifier ND 390-*i* can be set to your desired settings with the humidity setting dial on the control panel. When switched to RECOMMENDED, this indicates that the unit will help to ensure and maintain that the surrounding humidity level will remain at 40% RH and below. When switched to continuous, the unit will continue running. The recommended humidity level is 40-50% RH depending on your individual needs.

### Auto- Humidity Sensor

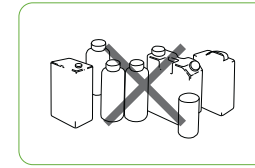
The NOVITA Dehumidifier ND 390-*i* comes with internal diagnostics that ensures efficiency of use. With the inbuilt hygrosat, the ND 390-*i* detects the surrounding humidity levels. Depending on whether the surrounding humidity level surpasses or goes under the desired humidity setting, the unit will automatically activate or deactivate. When activated, the control panel will indicate the  icon.



## Safety Precautions



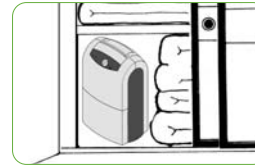
**DO NOT** pull or tug the unit by the power cord to prevent safety hazards or damage



Keep the unit away from flammable liquids.



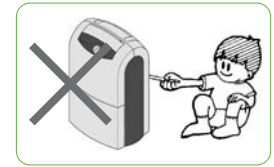
Servicing should only be conducted by professional service technicians.



Refrain from placing the dehumidifier in confined closets.



**DO NOT** drape any garments or fabrics on top of the unit for drying purposes.



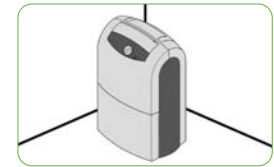
**DO NOT** insert any foreign objects into any crevices of the unit.



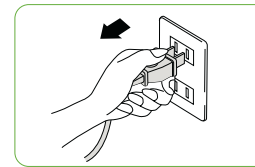
Keep the unit away from direct sunlight or any heat source.



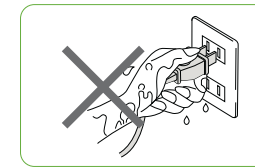
To ensure maximum efficiency, ensure that the dehumidifier is placed in an enclosed area with windows and doors firmly shut.



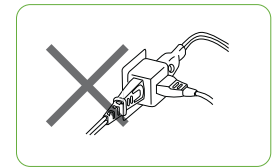
Allow adequate clearance and space around the unit for air ventilation.



Always disconnect the unit from the power supply during transportation, maintenance or cleaning.



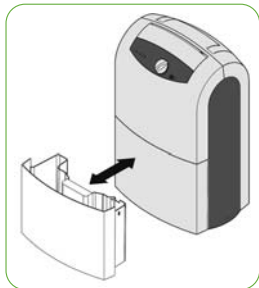
**DO NOT** handle the unit or the power cord with wet hands.



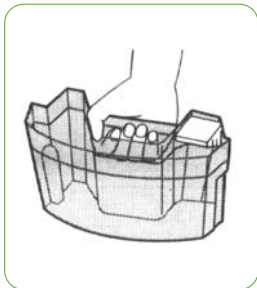
Refrain from overloading your power supply with multiple power plugs.

## Emptying The Water Tank

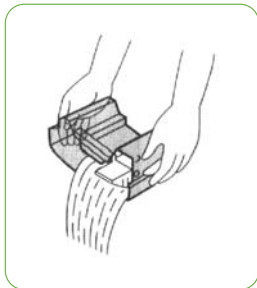
When the water tank is full, the NOVITA Dehumidifier ND 390-*i* will auto-shut off. Follow these simple steps to empty the water tank.



**Step 1:** Remove the water tank from the unit.



**Step 2:** Hold the water tank as shown.



**Step 3:** Dispose the contents of the water tank. Replace the water tank back into the unit. The NOVITA Dehumidifier ND 390-*i* will automatically activate again.

## Cleaning & Maintenance

### Cleaning the NOVITA Dehumidifier ND 390-*i*

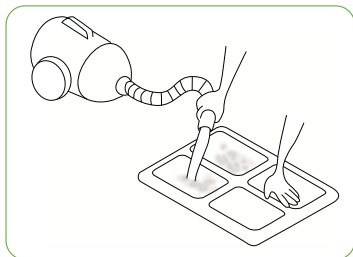
To ensure the effectiveness of the dehumidifier, it is recommended to regularly clean and maintain the unit at least once a week.

- 1) Disconnect the dehumidifier from the power supply.
- 2) Regularly use a soft dry cloth to gently wipe the outer case to remove dust.
- 3) To remove stubborn stains, use a mild household cleaner to eliminate the stain and wipe the unit thoroughly with a clean damp cloth.

**Note: DO NOT** spray water directly onto the unit.

### Cleaning the Pre-Filter Screen

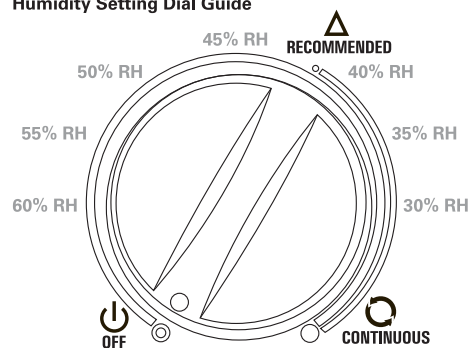
The pre-filter screen can be removed from the designated slot on the side of the unit and is recommended to be cleaned once in two (2) weeks.



- 1) To clean, remove the pre-filter screen from the unit and vacuum the surface of the filter or use a brush to gently remove the lint collected.
- 2) To wash the pre-filter screen, use warm soapy water and rinse it.
- 3) Ensure that the pre-filter screen is dry before replacing it back into the unit.


**Note: DO NOT** use the dehumidifier without the pre-filter screen in place.

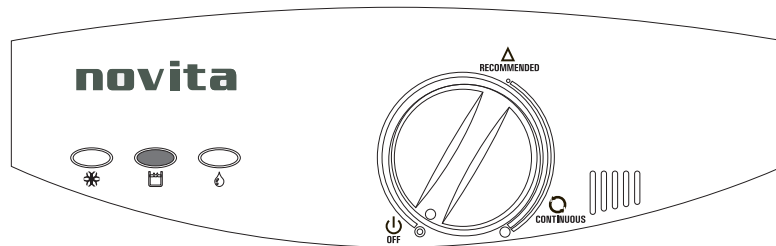
## Humidity Setting Dial Guide




Relative Humidity (RH) is a measurement of the ratio of moisture in the air.

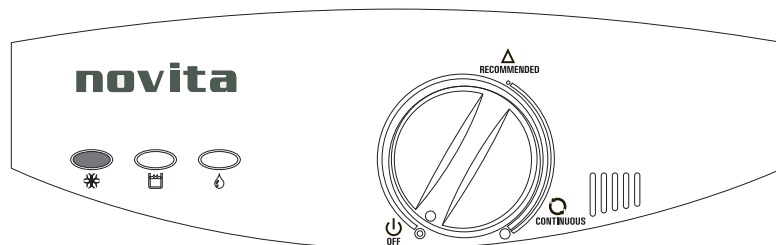
## Auto-Shut Off Function

The NOVITA Dehumidifier ND 390-*i* will automatically shut off and help you save power in 2 instances. When the desired humidity level is met, the unit will automatically switch off and stop running. The Auto-Shut Off Function will also be activated whenever the water tank has been filled up. The control panel will then indicate the  icon.

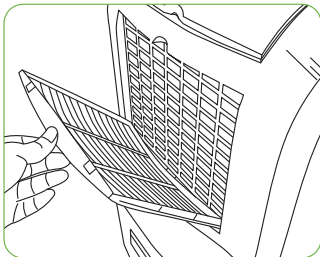


## Defrost Function

The NOVITA Dehumidifier ND 390-*i* can work in temperatures down to 5°C. The unit will then activate the Defrost Mode automatically. In cold conditions, the unit can go into defrost every 30 minutes for a period of 7 minutes each time. The Defrost Function is determined by an inbuilt thermostat that activates it when needed. When this happens, the  icon on the control panel will light up.



### Pre-Filter Screen

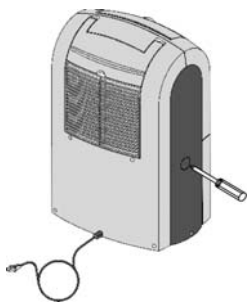


At the back panel where air is drawn into the unit, the NOVITA Dehumidifier ND 390-*i* comes with a pre-filter that is used to sieve out contaminants from the air before dehumidification. This works to increase the efficiency of the unit and help to filter the air that is released back into the surroundings.

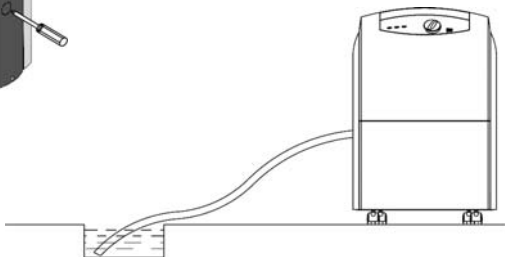
### Optional Continuous Drainage

Instead of manually removing the water from the water tank, the NOVITA Dehumidifier ND 390-*i* can be set to use the continuous drainage option.

#### How To Use The Continuous Drainage Option:



- 1) Turn off the power supply and remove the plug from the power outlet.
- 2) Remove the water tank from the unit.
- 3) Punch out the designated continuous drainage hole located at the side of the unit.



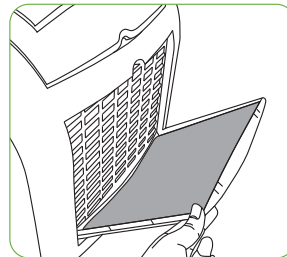
- 4) Insert a PVC hose measuring 12 mm (1/2") inner diameter. (garden hose is suitable) through the drainage hole. Ensure that the hose is placed in a downward angle.
- 5) Replace the water tank back onto the unit. The dehumidifier is now ready for continuous drainage.

#### IMPORTANT

- 1) When using the continuous drainage option, the PVC hose must be placed lower than the drainage hole.
- 2) Avoid uneven ground and bending the PVC hose.
- 3) To revert using the water tank for water collection, it is advised to cover the exposed continuous drainage hole with a cloth tape to prevent small amounts of water that might splash or squirt out while the unit is running.

PVC hose is available upon request. To request, contact NOVITA, the Lifestyle Makers at (65) 6552 1023

### Optional Activated Carbon Charcoal Filter



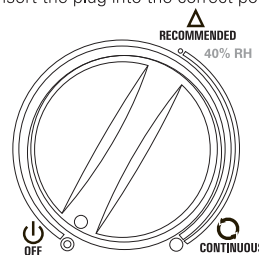
An additional activated carbon charcoal filter can be placed behind the pre-filter screen for extra filtration. This is an **optional** feature that helps to purify the air that is released from the unit.

It is recommended to change the optional activated carbon charcoal filter once in three (3) months.


## USING THE novita DEHUMIDIFIER

### Operating Notes

- 1) Remove all the packaging material from the unit, including the water tank, and affix the water tank back onto the unit.  
**Note: DO NOT** take the polystyrene out of the water tank
- 2) Select a flat and stable surface to locate the dehumidifier.
- 3) For maximum efficiency, the dehumidifier needs sufficient air ventilation. Hence, ensure that the back of the unit where the air inlet is has a clearance of at least fifty (50) cm from walls or curtains. Also ensure that there is a clearance of at least ten (10) cm in front of the unit where the air outlet is.
- 4) Insert the plug into the correct power supply and switch on the unit.



- 5) Rotate the humidity setting dial on the control panel to the **RECOMMENDED** position as illustrated. The unit is set at **RECOMMENDED** which is 40% RH. The dehumidifier will start to operate. When the surrounding humidity level reaches 40% RH, the unit will automatically switch off by itself. It will automatically switch on when the humidity goes beyond 40% RH again.

- 6) When the water tank is full, the unit will automatically switch off and the  indicator on the control panel will light up. To start the unit again, simply remove the water tank, empty the contents and replace the water tank back onto the unit.

